

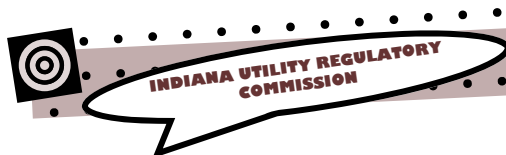
PAYMENT PLANS

The Commission urges customers to contact their utilities about payment options. Budget Billing, is a common payment arrangement that allows consumers to spread the cost of heating over the entire year.

If you have a problem paying your bill, you should contact your utility and try to work out a payment arrangement.



To register a complaint, contact our Consumer Affairs Division at 1-800-851-4268 or 317-232-2712.



Indiana Government Center South
302 W. Washington E-306
Indianapolis, IN 46204

Phone: 317-232-2712
Phone: 800-851-4268

Indiana Utility Regulatory Commission



Managing your winter heating costs

www.in.gov/iurc

The heating season ahead

Because supply and demand are tight, gas prices are expected to be extraordinarily high again this winter. Higher than normal prices at the wellhead over the summer are likely to continue this winter, which will mean higher heating bills.

The role of the IURC

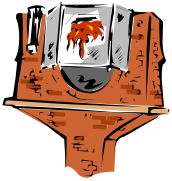
Gas companies are allowed to recover the costs they spend to purchase natural gas for your use and deliver it to your home. Companies are **NOT** allowed to make a profit on these costs, and before they are added to your bill, the costs are closely scrutinized by the Indiana Utility Regulatory Commission.

Weatherization tips

- Caulk and weather-strip doors and windows that leak air.
- Install rubber gaskets behind outlet and switch plates on exterior walls.
- Make sure your furnace, furnace filters and ducts are clean.
- Open the blinds and drapes during the day to let the sun heat the room. Close them at night to prevent heat loss.
- Adjust your thermostat to lower the temperature setting before you go out.
- Adjust the temperature on your natural gas water heater. Keep the temperature on the warm



setting (120 degrees).



- When the fireplace is not in use keep the flue damper tightly closed.
- Check the direction of ceiling fans: in the winter set fans to move air downward (counterclockwise).
- Keep doors between heated and unheated spaces closed.
- Cover the cracks and gaps around windows and doors in the building foundation.

Think ahead

If you are able, set aside a little extra money now to use when the heating bills hit. Settle any outstanding balances you may have from last winter's heating costs.

